



Job Title: Employment & Support Coach (Pathways to Employment)

Reports to: Head of Employment Services

Salary: £28,000 - £33,000 FTE

Contract: Monday to Friday, Fixed term end 31st March 2026

Location: Tower Hamlets & some travel to London prisons

Job Description

Job Purpose

As a Employment & Support Coach for the Pathways to Employment project you will support participants to access and engage effectively with treatment services with a key focus placed on continuity of care for prison leavers returning to the borough. You will be creating individual tailored support plans ensuring routes to training and employment and enabling those currently working to sustain and progress.

A crucial part of the role will be to work closely with the local IPS team and support the expansion of their employer network. You will also act as a referral pathway for any participants that do not meet the threshold for IPS connecting them with local employers and helping them reach their job goals.

- Work closely with Change Grow Live colleagues in RESET to identify participants to (re)enter the world of work
- Lead on the screening of all new participant referrals for the project and signpost any participants not meeting our criteria
- Complete baseline wellbeing survey as part of screening process and updating at three- and six-months post registration
- Undertake appropriate risk assessments with all participants escalating any safeguarding concerns to senior management
- Attend Prison(s) a minimum of once a month to carry out engagement activities with prison leavers from substance wings working closely with D&A providers in custody and the prison exit team for Tower Hamlets to ensure continuity of care through the gate
- Through one-one's and group workshops work with participants to improve their general employability skills, using the Skills Accelerator as the framework for all activities.
- Carry out regular job search activities with participants encouraging them to apply directly, supporting them with CVs, cover letters, applications and disclosures
- Identify participants that could be referred to Bounce Back online training portal to to enable better job outcomes or career progression
- Work closely with Bounce Back Employer Relations Lead to ensure they have a pipeline of 'ready' participants and share any key skills/interest trends to enter the world of construction or facilities
- Review of wellbeing survey at three- and six-months post registration to the programme
- Review of risk assessments with all participants escalating any safeguarding concerns to senior management
- Attend regular meetings with Tower Hamlets IPS services to ensure sharing of job leads and cross referrals are made
- Attend regular meetings with partners e.g Workpath to ensure participants have easy access to local job opportunities and tap into employer networks and events
- Keep referral partners up to date with progress and engagement of your participant and where a new support pathway is identified ensure the participant has that wrap around support available to them by signposting to specialist agencies
- Work closely with local jobcentre and DWP advisors in custody to ensure participants

are receiving the right benefits, carrying out better work calculations and their transition off benefits is smooth

- Promote the Bounce Back's social enterprise team to identify pipeline of jobs available for participants
- Support the delivery of employer engagement/networking activities which will include attending job fairs and the co-hosting of events in prison or the community
- Provide in-work support to participants from the onboarding process, to navigating performance challenges and in-work progression
- Keep track of any participant bursaries that are used for your participants to support pre-employment and in-work support
- Carry out regular participant care calls as part of in-work sustainability checks, acting as a troubleshooter and mitigating any potential risks
- Monitor weekly activity and keep track of the journey of your participants within the database so you can report on the impact Bounce Back has made
- Work with wider Bounce Back colleagues to identify participants and partners that are willing to provide case studies and/or positive testimonials
- Ensure that all records are up to date, accurate and meet all GDPR requirements
- Act as an ambassador for Bounce Back at external networking events

Personal Specification

Knowledge and Skills

- Extensive experience of working within Recruitment, Careers Coaching or other relevant Information Advice and Guidance positions
- Extensive experience relationship management
- Experience of supporting participants with experience of substance use
- Experience of the criminal justice system
- Knowledge of a range of industries and employer networks across various disciplines
- Knowledge of the issues and challenges related to complex needs and employment
- A clear understanding of the rewards and challenges of working in partnership with community clinical teams, job centres and regional and central government
- Experience in delivering employability training either one-to-one session or groups
- A working knowledge of safeguarding and risk management procedures
- Experience of working towards activity targets and monitoring of impact
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using and maintaining a database
- IAG Level 3 desirable or a willingness to obtain
- Willingness to complete Award in Education and Training as part of CPD requirements

Personal Qualities

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Authentic, empathetic communicator with a high level of emotional intelligence
- A charismatic and confident communicator with the ability to influence change
- Passionate and proactive people person who actively contributes within a team
- Thrives under pressure and adaptable to the demands of a changing environment
- A highly organised individual with a sense of urgency in meeting deadlines

****This is not an exhaustive list of tasks and highlights key areas of responsibility. You may be required to cover for other Employment Services colleagues as part of your remit. This post is contingent upon you obtaining and securing vetting in Bounce Back's network of prisons.**